



METROWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER DISTRICT

Job Title: Executive Director	Reports To: MWRECC Board of Directors
Location: 20 Phillips Street	Hours per week: 40
Revised:	FLSA Status: Exempt

POSITION SUMMARY: The Executive Director performs management, administrative, supervisory work in directing the operations, planning, development, coordination, and technology of the Metrowest Regional Emergency Communications Center (MWRECC) under the direction of the MWRECC Board of Directors

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Managing the regional 911 and public safety dispatch center

Coordinates the operations and activities in the Regional Emergency Communications Center. Oversees the operation and maintenance of the equipment within the center and all other equipment associated with the center; responsible for preparing maintenance agreements on all equipment; responsible for maintaining and renewing all radio (FCC) licenses utilized by Dispatch Center, responsible for the installation and maintenance of the 9-1-1 database and all equipment associated with the 9-1-1 system; acts as the contact liaison for the Police and Fire Departments to the State 911 Department and the 911 system contractors in regard to 9-1-1 grants, equipment and set up procedures.

Develops and manages the long-term work schedule for the Dispatch Center.

Develops and implements operational policies and procedures and knows the jurisdictional authority of all agencies served by the Dispatch Center; researches and proposes policies and procedures and presents recommendations to the Operational Board; summarizes any source of information, interprets it in correct terminology, and relays it clearly, promptly and concisely.

Maintains the skills of a dispatch position; has the ability to perform the duties and responsibilities of all positions in the Dispatch Center. Performs similar or related work as required or as situation dictates; performs other duties as assigned by the Board of Directors and Operations Committee. Will operate a dispatch station during emergency operations.

Performs work requiring independent judgment and initiative with regard to planning, directing, and coordinating Dispatch Center activities and operations; responsible for the efficiency and

effectiveness of Public Safety Telecommunicators through defined work standards and internal instructions and procedures.

Develops operational and capital budget for review and approval by Board of Directors; administers operational budgets; coordinates the procurement and maintenance of dispatch center technology and equipment

SUPERVISORY RESPONSIBILITIES: Manages all full-time and part-time employees of the MWRECC. Responsible for the overall direction, coordination, and evaluation of these employees. Carries out supervisory responsibilities in accordance with the RECC's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Ability to effectively supervise and direct personnel who work under stressful situations; ability to coordinate and concentrate skills in order to successfully complete differing tasks simultaneously; ability to work independently and as part of a group effort; know and understand communication systems.

MINIMUM REQUIREMENTS

Education and Experience:

Bachelor's degree from an accredited college or university in business administration, public administration, public safety, communications or a related field; AND five (5) years of experience in the field of public safety with at least two of those years as a supervisor or training officer in a public safety communications center; OR any equivalent related education and experience combination of nine (9) years; E-911 certified; CPR certified (current); valid MA driver's license; the ability to obtain LEAPS/CJIS Certification.

Language Skills: Ability to spell accurately and use correct grammar; to speak clearly, concisely and audibly; to perform multiple tasks simultaneously; to meet the physical requirements of the work; to understand and carry out oral and written instructions; and to establish and maintain cooperative and effective relationships with those contacted in the course of work. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to develop and present annual operating budgets and capital requests.

Reasoning Ability: Ability to read, comprehend, and retain information. Ability to learn the geographic layout of the Towns, including location of streets, street names, freeways, shopping centers, industrial parks, hotels, and other landmarks. Ability to remain calm in situations of stress; to assess events quickly and accurately; to adapt communications and behavioral styles appropriately in response to individuals and situations; to obtain and accurately record required information; to effectively classify and prioritize service requests; to act promptly and decisively;

to make acceptable decisions; to quickly search and find information from resource systems, manuals, maps and other documents and to accurately and concisely convey such information orally and in writing

Computer/Technological Skills: To perform this job successfully, Ability to operate an alpha-numeric keyboard with sufficient speed and accuracy to provide efficient input into a computer terminal, measured by the ability to type at a rate of 30 words per minute (net of errors).

Knowledge of specific data processing and telecommunications equipment used in a public safety Communications Center. Knowledge of relevant sections of various interdepartmental regulations, policies and procedures; various hardware and software documentation; Federal Communications Commission Regulations; of the resources, equipment, methods, procedures, and nomenclature included in and associated with computer-aided dispatch and automated information systems.

Certificates, Licenses, Registrations: Certified as a 911 telecommunicator by the State 911 Department, including maintaining EMD certification.

Other Skills and Abilities: Comprehensive knowledge of theories, principals, techniques, and practices of public safety communications and 911 standards; working knowledge of police, fire and emergency medical service operations (including EMD); comprehensive skills in planning, organizing, coordinating and directing the overall program of emergency communications; considerable skill in establishing and maintaining public confidence in a Metrowest Regional Emergency Communications Center.

Other Qualifications: Must successfully complete a background investigation as a condition of employment. Experience in managing complex electronic and data retrieval systems operations is highly desirable.

WORK ENVIRONMENT

Work is generally performed under typical office conditions, and may involve prolonged periods of sitting. The Center operates a multi-position communications switchboard, 911 CPE, CAD, and other PSAP and dispatch center technology. Makes frequent contact with Town departments, members of the general public, and various other state and local agencies.

Has access to various types of confidential information such as personnel records, labor negotiations information, bid proposals, and personal information about citizens, etc. Must be able to be certified for access to Massachusetts CJIS records and information. Work is located in the Dispatch Communications Center with variable lighting intensity and background noise. Work includes pressures generated by the necessity for appropriate and timely responses and follow-up required by emergency and routine events that often occur simultaneously. Position requires 24/7 availability in case of emergency.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and of wearing a headset; may occasionally perform moderate lifting (such as 30–50-pound boxes of computer paper), carrying, pushing, pulling and stooping, frequently required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. Must be able to work in an environment with randomly occurring periods that are dominated by crisis situations and stress filled working conditions. Submission to pre-employment and periodic hearing tests to measure ability to effectively hear and understand telephone and radio calls required.